



Fostering and Promoting
Open and Honest Communication
Session 2: **ME Talkin' to YOU**



Developing a Common Language for Communication

Four Basic Skills to Use as a Foundation

Just Ask

- Ask for what you want
- Ask for help
 - Make requests, not demands
 - Reluctance to volunteer is a style, not a reflection of competence
 - Most people are eager to help the boss when invited
- Ask others if they need help
 - Some people hesitate to ask for help; fear of incompetence
 - Offer help without judgement
- Ask questions
 - Invite quiet people to share their thoughts one on one
 - Listen, listen, listen and respond!

Acknowledge

- Acknowledge colleagues' and employees' efforts
- Acknowledge other person's feelings

Utilize Conflict

- Continually avoiding conflict allows issues to fester
- Learn skills to enable constructive conflict
 - Many people are conflict averse: this is a style, not a sign of weakness
 - Dialogue (vs. debate) is useful for greater understanding
- Conflict can be a catalyst for positive change and innovation

Quit Taking it Personally (Q-TIP)

- Take a step back and analyze situation objectively
- Don't assume it's about you
- If convinced it is about you, go back to Skill One